

HORTICULTURAL SUPPORT WORKER, HORTICULTURAL SERVICE

ROLE PROFILE

Relationships

1. Responsible to:	Horticultural Team leader
2. Responsible for:	Supporting people with Learning Disabilities and Mental Health in a garden setting
3. Important Internal Relationships:	Skills and Occupational Development Coordinator Balance Day Opportunities Service Wandsworth Balance colleagues and services Volunteers
4. Important External Relationships:	People with Learning Disabilities and Mental Health issues External Support Workers

MAIN PURPOSE OF JOB

- Provide our service users with person centred support to enable their independence
- To support the delivery of interventions that apply horticulture as a therapeutic and sensory tool
- Work as part of a team to prepare and deliver garden-based activities for our service users
- Ensure the safety and wellbeing of our service users
- Care for our community garden and site and other operating environments with garden maintenance needs.

Prepared by:E. Curtis.....Agreed by: G.M.Stevenson.....

Signature Date: Signature Date: ...24/01/09.....

1. Main Responsibilities of the Job

- 1.1. To demonstrate Balance values of partnership, independence, professionalism, empowerment, staff recognition and sustainability.
- 1.2. To provide person centred support to enable people to engage with gardening, develop skills, confidence and interests.
- 1.3. To support the planning and delivery of garden-based activities and therapeutic interventions for adults with complex needs.
- 1.4. To care for and manage the garden and its wider operating environment.
- 1.5. To participate in and uphold a friendly, inclusive community.
- 1.6. Work with volunteers to provide a high-quality service.
- 1.7. To be responsible for maintaining and updating client and related operational records.
- 1.8. To ensure compliance with and the delivery of the charity policies and procedures particularly those related to safeguarding, inclusion and disability discrimination.

2. Service User Support

- 2.1. To work collaboratively and individually to provide person centred support to people in our garden
- 2.2. To take part in ensuring that the support plan and outcomes for service users are met and kept up to date
- 2.3. To ensure support provided is of a high standard and in line with the Balance values and its policies and procedures.
- 2.4. To deliver support that maximises the strengths, knowledge and preferences of service users.

3. Horticulture

- 3.1. Work with service users on a range of horticultural activities
- 3.2. Prepare, run, and tidy away horticultural activities
- 3.3. Maintain the garden to the expected standard with guidance from Horticultural Team Lead
- 3.4. Engage with other related activities where relevant for the service users
- 3.5. Assign garden tasks to volunteers and external support workers, with support from Horticultural Team Lead

4. Communication

- 4.1. To demonstrate flexibility in communication style as appropriate for different audiences, including the people we support, their families, internal colleagues, and colleagues from external support agencies, showing an awareness of people's communication needs and adjustments that may need to be made.
- 4.2. To demonstrate and model a consistent professional approach in communication via email, text and phone.
- 4.3. To be a great listener including demonstrating a proactive approach to supporting service users in expressing their wishes and views and demonstrating effective communication with internal colleagues.
- 4.4. To use a range of communication methods, appropriate to service users' needs and abilities, enabling people to make informed decisions and choices about their lives.

5. Performance Management

- 5.1. To ensure that you are reliable, punctual and proactive in your support and your personal performance overall.
- 5.2. To ensure your work is person centred, strengths based, and collaborative in its approach
- 5.3. To complete and maintain all client records, service administration
- 5.4. To support colleagues and management team and contribute to the overall achievement of the service.

6. General

- 6.1. To promote the principles of independence, choice and control, equal opportunities, social inclusion and ensuring people are supported to reach their potential.
- 6.2. To ensure individual information is captured into systems in a timely fashion in accordance with service guidance and shared with all relevant parties as appropriate.
- 6.3. To provide evidence of a continued commitment to own personal development and learning
- 6.4. To prepare and present reports and presentations and other written materials as required.
- 6.5. To have an awareness of the Adult Social Care safeguarding policy and raise alerts if necessary
- 6.6. To provide support and assistance to other members of the team and provide cover as and when directed.
- 6.7. To work in accordance with Balance Policies and procedures including Health & Safety, relevant policies and legislation.

- 6.8. To maintain confidentiality and to ensure that access and sharing of and use of the information complies with relevant policies and procedures, including the Data Protection Act.
- 6.9. To be respect equality and diversity with regard to all people we meet.
- 6.10. To be able to take on all aspects of Key working and ensure that all files and paperwork is kept up to date
- 6.11. To support people as directed by the individual, their support plans and needs assessments
- 6.12. To follow guidance on positive risk taking and assessment
- 6.13. To take part in reviews and meetings as required
- 6.14. To work in accordance with Balance's Equal Opportunities, Health & Safety, and other relevant policies and legislation.

PERSON SPECIFICATION

Job Title: Horticultural Support Worker

	Essential	Desirable
Qualifications and Experience:	<ul style="list-style-type: none"> • Strong communication and interpersonal skills • Experience of using a computer • Good literacy and numeracy skills 	<ul style="list-style-type: none"> • Experience working with/ providing support to people with learning disabilities/Autism/Mental health • Recognised qualification in horticulture • Practical gardening experience • Teaching or coaching experience
Ability to:	<p>Provide person centred support:</p> <ul style="list-style-type: none"> • Get to know a range of personalities and preferences • Promote independence and wellbeing • Promote a friendly community that provides companionship • Be adaptable and quick thinking • Build rapport <p>Run garden based activities:</p> <ul style="list-style-type: none"> • Work outside all year round • Carry out garden maintenance tasks • Work as part of a team and also lead tasks individually • Ability to co-ordinate group activities and manage group dynamics <p>Communicate effectively:</p> <ul style="list-style-type: none"> • Use a range of communication styles to meet individuals needs • Communicate at appropriate levels, sharing information with those who need to know 	<p>Interest in shaping the site</p> <ul style="list-style-type: none"> • Bring own skills and interests to the team • Support Horticultural Team Lead in developing the garden

	<ul style="list-style-type: none"> • Demonstrates an awareness of the impact of own communications on others <p>Build Relationships:</p> <ul style="list-style-type: none"> • Team player, to promote a friendly climate, good morale and team cohesiveness. • Mediates conflicts with internal and external customers effectively, or recognises the need to escalate appropriately, in order to facilitate a mutually beneficial resolution. • Establish effective working relationships with a wide range of colleagues and partners at all levels • Actively promote a culture that values equality and diversity 	
<p>Knowledge:</p>	<ul style="list-style-type: none"> • Principles and benefits of social and therapeutic gardening • Safeguarding procedures • How to encourage individual development 	<ul style="list-style-type: none"> • Relevant legislation in social care and health provision – The Care Act • Knowledge of and commitment to the principles of Valuing People and Valuing People Now. • Knowledge around risk and ability to promote positive risk taking. • Knowledge of what makes good quality support and ability to uphold these standards through quality monitoring.

Other requirement		
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